

# **Headquarters Air Force Personnel Center**

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***I n t e g r i t y - S e r v i c e - E x c e l l e n  
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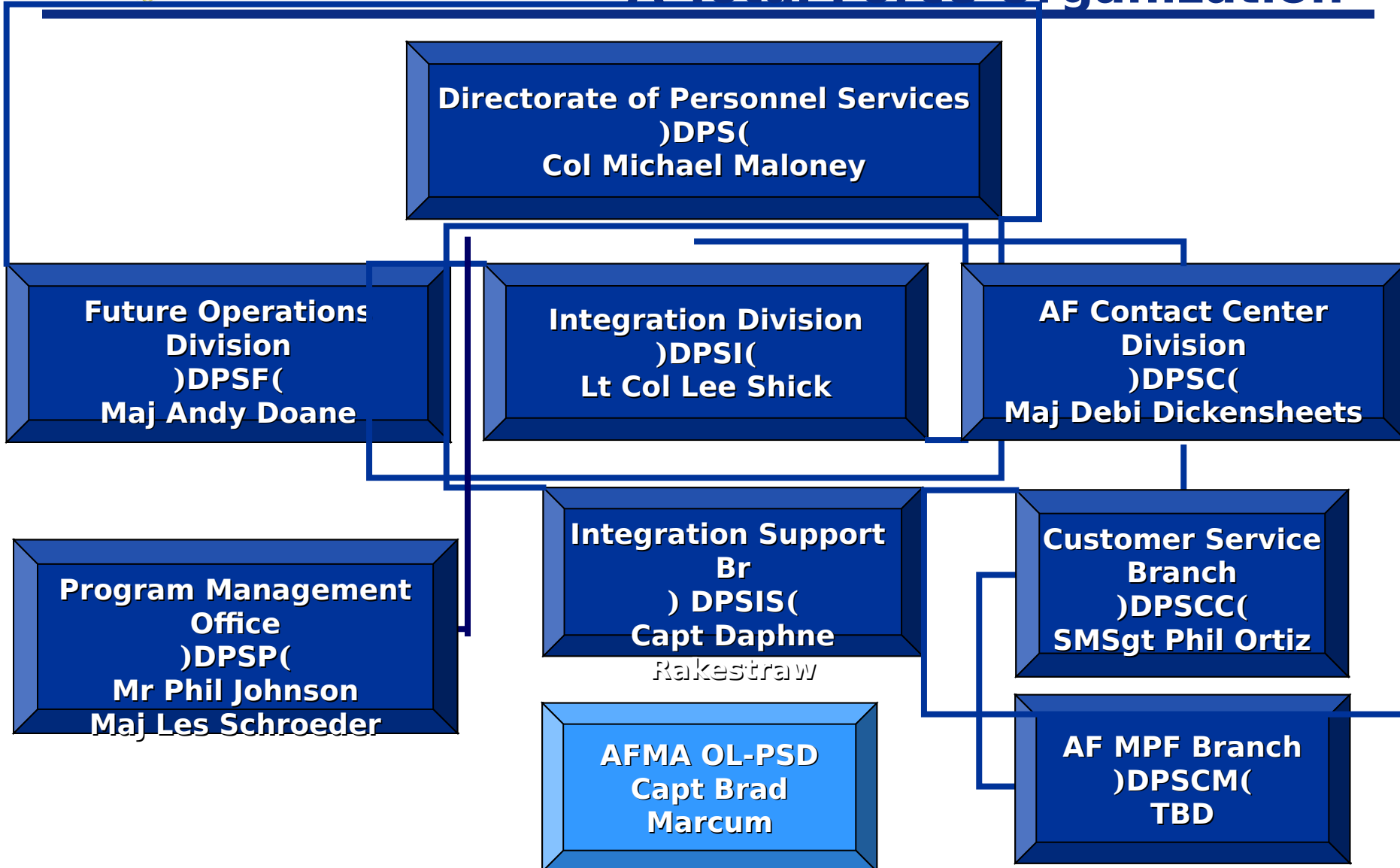
**Personnel  
Services Delivery**

**Phase 1  
Initiatives**

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# Directorate of Personnel Services (AFPC/DPS) A Total Force Organization





# Personnel Service Delivery (PSD)

## Airmen

### Self-Service



Web &  
Interactive  
Voice  
Response

#### Long term goal:

- 24/7 web based capability
- Majority of personnel, manpower, and pay actions

### Contact Center



Phone, E-mail,  
Fax, & Mail

#### Short term goal:

- Centralize processes to gain efficiencies and reduce workload in MPFs

### Base Front Line

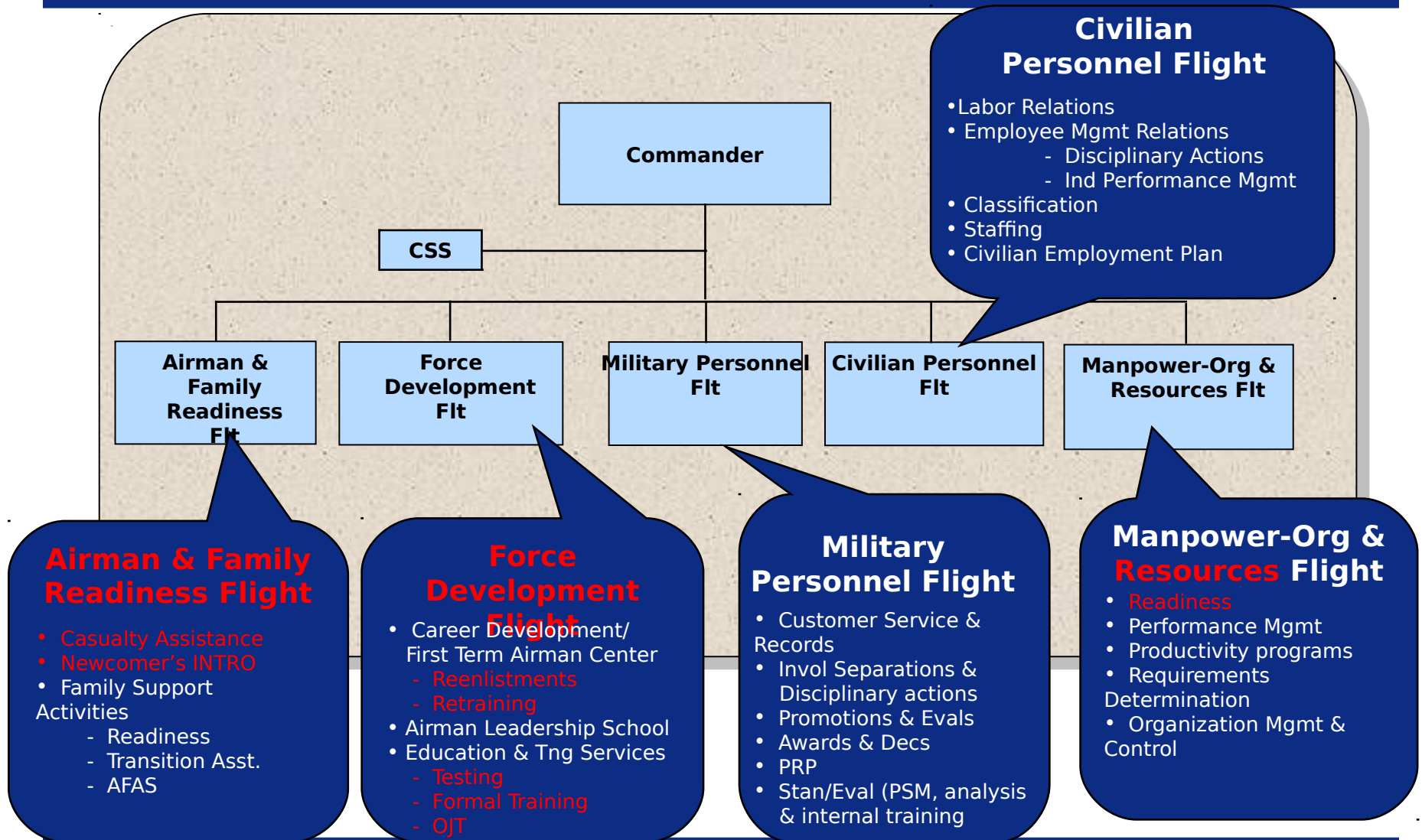


Face-to-face

- Military Personnel Flight - Maintain base-level ability to troubleshoot and advocate for the



# Phase 1 - Future MSS



***Integrity - Service - Excellence***

# ***Headquarters Air Force Personnel Center***

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***Integrity - Service - Excellence***